

Appendix R: Sample Customer Service Comment Card

Logo of Permittee ***VISITOR COMMENT CARD***

Thank you for camping or visiting this recreation area. Please take a few moments to reflect on your recreation experience. We appreciate you taking time to evaluate, comment or share suggestions.

Drop this off to your host, nearest Forest Service office or mail to: (Permittee Address)

Campground or Recreation Area: _____

Date of Visit: _____ Type of Use (Check any that apply):

___ Camping ___ Day Use ___ Fishing ___ Boating ___ Hiking

Other: _____

Did you reserve a campsite through the reservation company? ___ Yes ___ No

PLEASE LET US KNOW

	Excellent	Good	Fair	Poor
Employee Courtesy/Attitude				
Employee Knowledge				
Cleanliness of Campsite				
Cleanliness of Facilities				
Fee Payment Procedures				
Price/Value of Campsite				
Information Available/Present				
Sense of Security				
OVERALL RATING				
If you made reservations:				
Ease of making contact				
Processed in Timely Manner				
Operator Courtesy/Attitude				
Operator Knowledge				
Price/Value of this Service				
OVERALL RATING				
Please make comments or suggestions on the other side of this form				

Your Name (Voluntary) _____

Address/Phone: _____

It is the policy of the USDA Forest Service not to discriminate in employment or delivery of program services on the basis of race, color, sex, age, religion, national origin, marital status or disabling condition. Any person who believes he or she has been discriminated against in any Forest Service related activity should write to: Chief, Forest Service, Washington D.C. 20250

_____ is a concessionaire operating and maintaining these facilities under permit issued by the USDA Forest Service.